

**City of Germantown
SPIRIT Nomination Form**

Employee's Name: Terry Hutcheson

Nominator's Name: Cathryn Perdue & Others

It is with great pleasure that we submit Terry Hutcheson for the SPIRIT Award. He is a wonderful representative of how we all should act as City employees in promoting "Excellence Every Day". His dedication, willingness to assist, commitment in completing his responsibilities, pleasant disposition and respect for all employees and citizens are just a few of Terry's outstanding "SPIRIT" qualities.

Terry has been an asset to the City for thirty-five years, having joined the City in 1979. In light of recent retirements in the Procurement Department, Terry has taken on a lot of new responsibilities with a positive attitude. With this absence of staff, Terry has stepped up to the challenge and worked well out of his comfort zone to get the job done. In most years, the End of Year processing of Manual PO's is handled by two staff members. This year, Terry handled all of the entries and as well as the Authorization paperwork for Purchases between \$2500 & 9,999.99. He made sure that all manual requisitions at the end of the physical year were successfully entered into the SunGard system. This is a very tedious and time consuming task which he not only met but exceeded in getting them completed and back to employees in record time. Terry works hard and always tries to lift the spirits of those around him. He goes out of his way to assist other employees and works diligently to meet the needs of all departments. We believe these characteristics represent all that is good in our City, and therefore we are pleased to nominate Terry for the Spirit award. The following information represents the SPIRIT qualities and comments from other employees' which should also indicate why Terry is deserving of this award:

1. Service Excellence
 - He always strives to do the best job and maintains a positive, professional image about the City and our department
 - He works extremely hard to understand all of the requests that he receives and processes all request with integrity, transparency and in a timely manner
2. Producing "A+" Results
 - Currently, he is the only purchasing specialist for the entire City and has a diverse group of customers to serve; he has enhanced this with the development of multi-tasking skills. He reviews all department requisitions, recommends changes or alternative items as necessary to reduce cost, improve quality and/or facilitate delivery
 - He contacts vendors to obtain price quotes and compare quotes with the specifications and availability of items insuring the best value for the City
3. Initiative
 - He has the experience and skill to meet all aspects of his position, often going above and beyond. He is required to multi-task in handling daily tasks—routine and special requests
4. Responsible
 - He is meticulous with the processing of requisitions and purchase orders, checking to be sure all information is correct and the proper account number is being used
 - He takes the time to search for the end users requested item to ensure it is being purchased at the lowest cost
 - He is responsible for keeping track of all charge cards for making large purchases (Sam's, Kroger, Wal-Mart, etc.) He has always done this with highest level of professionalism and integrity.
5. Innovative
 - He was able to create efficiencies in our billing processes for phones which netted a substantial savings (\$5 to the City). He also sought out ways to recycle phones and surplus for additional revenue resources
6. Teamwork
 - He works diligently with everyone to accomplish the task at hand
 - He is very conscientious in making sure that he includes everyone in our processes
 - He worked extensively with GMSD staff in setting up their office supply accounts and copy machines.
 - He continues to provide additional support whenever they need him.

FELLOW EMPLOYEE COMMENTS:

Economic and Community Development - Pam Rush, Sr. Administrative Assistance

Terry is always there for me, he answers his phone and email diligently and always gets me the best prices possible. He is dependable, friendly, polite and professional and knows his job inside out. I would say he goes above and beyond to give the best possible service.

Economic and Community Development -Sherrye Harris, Neighborhood Coordinator

Helpful, accommodating, and accepting are all words that describe Terry and his willingness to take care of his fellow employees. Since Terry has been with the City of Germantown for a lot of years, he has an impressive knowledge of how things work. Every time I ask for his help he is willing to not only do what I need but he goes the extra mile to make sure I totally understand what I need to know. He does all of this with his sweet disposition. Then in his true first class customer service, he will call and make sure everything is working. The City of Germantown is a better place because of Terry Hutcheson.

Finance – Sharri Reid, Accounting Clerk

Terry never hesitates to stop whatever he's doing to add a new vendor, change a remittance address or provide change orders on purchase orders. His knowledge is encyclopedic, and he has a fantastic ability to solve problems and recall past experiences with vendors, invoices and unusual situations.

Fire Department – Tina Palmer, Sr. Administrative Assistant

I have had the pleasure of working with Terry Hutcheson for almost 18 years now. He has always been my "go to" person in Purchasing whenever I had a question about a purchasing procedure or a vendor. He's always willing to help in any way and his guidance throughout the years has made my job so much easier. He will take the time to explain things so that you completely understand them and will go the extra mile to assist you when have a problem. His pleasant, easy-going manner puts you at ease, and he embodies the true spirit of what a dedicated and professional employee should be.

Germantown Athletic Club – Deborah Powers, Administrative Assistance

Terry, is very friendly, professional, and goes the extra mile to help with finding vendor information, ordering products, and helping with any purchasing procedure I may have a question on. He is my 1st contact person in purchasing, and usually has the answer; he was very helpful during FYE when our staff needed to make change orders to our original P.O. request. He has actually come over to the Club on his own time to put staples in our copy machine and see if there was a problem. Terry offers an excellent service for purchasing

IT Department – Stephanie Logan, Technical Services Coordinator

I have had the privilege of working with Terry for the last 17 years. During that time I have worked closely with him on many projects. Terry is a wonderful example of the "Excellence. Every Day." we try display throughout City departments. He is always willing to assist when someone needs help with a purchase. Terry is here early and ready to put in whatever it takes to get projects completed. This was especially true this June at the Fiscal Year End. Terry worked many hours to make sure everyone's requisitions were processed into PO's at a very busy time of the year. In previous years this was the job of two employees, however, Terry stepped up to the plate and made things happen! We are very lucky to have Terry on our team.

Library – Lisa Marinos, Business Manager

Terry is extremely respectful of others. Courteous and Friendly are his middle names. I can always depend upon Terry to respond quickly to my requests, calls and emails. For that reason, Terry is my go-to guy at City Hall. If he doesn't know the answer to my question, he will find out and get right back to me or give me the name of the person who does know the answer. I came to know Terry when I was promoted to Business Manager at the library. I was full of questions about how everything worked because my predecessor and I did not have the opportunity to work together before she left. Terry stepped into the breach and taught me everything I needed to know about the City side of purchasing and invoicing. He helped round out my SunGard training. He taught me how to maintain the equipment we rent for the building. Terry gave me the tools I needed to tame and understand the constant flow of paperwork between the City and the library. He did his best to develop me into a top quality employee by teaching me things with which I was not yet familiar, but needed to know to do a good job. Terry is an always-willing to-help team player who leads by example and always with a positive attitude and a smile!